



EXCO SURVEY RESULTS FEEDBACK SEPTEMBER 2021

On behalf of EXCO, THANK YOU to all our members that responded to the survey, your valuable input is really appreciated and the comments taken to heart to ensure a better Chapter for ALL of us.

Listed below, please find the responses, per unit. The full set of roles and responsibilities for each position are available on the website should you like an in-depth peek at what we all do.

Assistant Director: Activities (Ryan Bosch)

I would like to take this opportunity to thank each and everyone of you, that placed your votes and shared your feelings in terms of how I handle my current position as Assistant Activities Director of the Chapter. The results indicate that a large majority of you are Very Satisfied with my performance and I would like to thank you for your trust in me, while performing my duties to offer you the best possible experience from my side. Although there is a minority that are not satisfied, I take note of your comments and I will endeavour to improve on my short comings. I look forward to serving you and the Chapter to the best of my abilities while having fun on and off of our Harleys and growing friendships at the same time.

Treasurer (Patricia Blassoples)

In response to Patty's competencies and qualifications for the role of Treasurer, Patricia has a B.Com in Banking and has been in the finance industry for 39 years and manages a critical unit in Southern Africa for a huge multinational financial institution.

With regards to the Chapters finances which are discussed at the annual AGM however, we have an open book policy with regards our finances and any member who is in good standing may request to review the books at any time.

In terms of Patty's activities in the Chapter, include being an active EXCO member and Marshall. Patty attends a **minimum** of one Rally per year Typically Hippo, Ysterperd **and/or** Summer Solstice, every single Harley Games competition since its inception, most HOG nights, all 911, Toy Run, Blanket Run and Poppy Day rides

Regarding the comment that Patty has not been around much this has only been since the start of Covid due her company's strict Covid policies. Because of her role in the organisation, she has to lead by example in terms of social distancing, she could be disciplined and lose her job if deemed to be irresponsible regarding social gatherings. These conditions have now been relaxed since level two so we expect to see her more often

RIDING: ASSTANT DIRECTOR RIDING AND HEAD ROAD CAPTAIN

Thank you all for your survey responses, overall the survey results in these areas were mostly satisfied and it gave us much insight into your thoughts and expectations, your honesty and candour is highly appreciated.

We would like to thank everyone who'd posted positive comments it's hugely appreciated and it shows that we are on the right track.

We will also address queries posted by some. All in all there were six respondents who needed clarification as to the roles and function of Riding in general.

Assistant Director Riding (Myron Blassoples)

There were some personal queries regarding Myron being "active" or "participating". Myron is an active Exco member, Marshall, Road Captain, MANCO member and actively assists with Marshal and Member training. Myron attends a **minimum** of one Rally per year Typically Hippo **and/or** Summer Solstice.

The sole purpose of Riding is to **ensure the pack reaches their destination safely**, no more, no less.

Riding consists of:

- Head Road Captain
- Road Captains
- Road Marshals
- Safety Officers
- Biker Buddies

Riding Events

Riding works closely with Activities, Charity, our Sister Chapters and other riding groups. Should there be an event by Activities or Charity, Riding is approached to ensure the entire pack reaches the event destination safely.

All Riding events are published on our website, WhatsApp groups and our Facebook page. These include Sunday Breakfast rides, Rallies, Charity events and Supporting rides E.g. Toy Run, Poppy Day & 911 Rides.

SECRETARY AND MEMBERSHIP OFFICER (Joanne van Greunen)

First of all I would like to thank you for the positive feedback on our Newsletter and in terms on the question around expanding our membership, this is a key area that we are focused on. We have a Membership Unit and there are two Assistant Membership Officers. We are constantly networking through various platforms for new members but would welcome any suggestions from our members as well as encourage our members to introduce potential new members to our Chapter.

A further comment was raised regarding members becoming more involved in the Chapter. This is fantastic news and all the positions in the Chapter have been posted on the website and the current survey out allows members to identify where they would like to become involved.

OFFICE MANAGER (Linda Kriedeman)

Linda has been an invaluable member of the team and comes with a huge amount of history and experience, her contract has recently been reduced to only one day per week and she works on a commission basis which is capped at a specific amount. In a nutshell, her role is primarily administration and bookkeeping.

The reason for employing Linda is that the administration and so forth is extremely tedious and labour intensive. As we all have our day-jobs, it makes business sense to have someone on a part time basis to take on this task for fear of ending up with an administrative or financial nightmare. Although Linda does not ride, she has an emotional connection to the chapter and always has everyone's best interests at heart.